

## General Guidelines for Calling 911 in Cambridge

911 is the telephone number to use when police, fire or emergency medical assistance is needed in an emergency situation.

### Dial 911 for:

- crimes in progress
- life threatening situations
- fires
- motor vehicle accidents or hazardous street obstructions
- injuries requiring emergency medical attention
- hazardous chemical spills
- fire, smoke detector or carbon monoxide alarms that are sounding
- sparking electrical hazards
- smoke in a building
- or any other emergency

### Anonymous Emergency Line

- (617) 499-9924 or (617) 499-9932

### 911 is not to be used for general information or non-emergency purposes such as:

- finding a towed vehicle (call 617-349-3300 instead)
- asking directions (call your destination and ask them, only call 617-349-3300 if you must call about a Cambridge location)
- inquiring about school openings and closings (call the School Dept.'s special line at 617-349-6513)
- reporting a blocked driveway, obstructed hydrant, etc. (call 617-349-3300)
- asking about snow emergencies or parking bans (call 617-349-4700 during weekdays; 617-349-4800 or 617-349-3300 after hours)
- reporting a major noise complaint (call 617-349-3300)
- asking about traffic tickets (call the Traffic Dept. at 617-349-4700)
- seeking information from a police or fire office (check the phone book for specific numbers, call 617-349-3300 - Police switchboard or 617-349-4900 Fire switchboard if uncertain)
- asking about a late school bus (call both the Eastern Bus company at 617-628-6868 and the city's School bus office at 617-349-6862; each can radio drivers)
- reporting rust in the water or dirty water (call the Water Dept. at 617-349-4770)
- reporting garbage problems (call DPW at 617-349-4800)
- contacting a police officer at the police front desk (call 617-349-3301)
- reporting street lights out (call city's Electrical Dept. at 617-349-4925)
- no heat problem (617-349-6100 weekdays; after-hours call Camb. Hospital health inspectors at 617-498-1000)
- needing domestic violence help (non-emergency to Camb. Police unit at 617-349-3370 days; Transition House info. at 617-661-7203 24 hrs.)
- drug tip hot line (call confidentially to Police Vice unit at 617-349-3359)
- reporting problems with a building's structure, etc. (Inspect. Dept. @ 617-349-6100)
- public health problem (call Inspect Dept. at 617-349-6100 or Hospital at 617-498-1000)

All other after-hours, public safety-related complaints or questions please call 617-349-3300 or 617-349-4900; please be patient awaiting a dispatcher who may be handling an emergency.

Emergency Communications Dept. 349-6911

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